GOVERNMENT OF INDIA
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
LOK SABHA

STARRED QUESTION NO:269
ANSWERED ON:21.03.2017
Online Sale of Food
K. Shri Parasuraman

Will the Minister of CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION be pleased to state:

(a) whether the Government has formulated guidelines for the companies selling food essentials through online medium and if so, the details thereof; and
(b) whether the Government has also put in place any mechanism to ensure that the rights of such consumers are protected and if so, the details thereof ?

Answer

THE MINISTER OF
CONSUMER AFFAIRS, FOOD AND PUBLIC DISTRIBUTION
(SHRI RAM VILAS PASWAN)

(a) & (b) : A Statement is laid on the Table of the House.

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STATEMENT REFERRED IN REPLY TO PARTS (a) & (b) OF LOK SABHA STARRED QUESTION NO.*269 FOR 21.03.2017 REGARDING ONLINE SALE OF FOOD.

(a) : Food Safety and Standards Authority of India has formulated guidelines for operations of E-Commerce Food Business Operators, which have been made effective from 2nd February, 2017. The details of guidelines are annexed.
(b) : The requirement for compliance of all provisions of Food Safety and Standards Act, 2006 and Rules and Regulations made thereunder throughout supply chain, issues of handling consumer complaints and the responsibility of E-Commerce FBOs towards recall are also provided in the guidelines for operations of E-Commerce Food Business Operators which will protect the rights of consumers.
In addition, consumer has a right to get the food analysed under Section 40 of the FSS Act, 2006.
Further, apart from the provisions for lodging complaints to the E-Commerce FBO Consumer Complaint Cell, consumers can also lodge complaints/grievances on online platform called 'Food Safety Connect' which has been launched by FSSAI recently. Besides, there are adequate provisions available to the consumers in Consumer Protection Act, 1986 to protect rights of the consumers.

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